

Approved
MEETING MINUTES
STATE CONSUMER AND FAMILY ADVISORY COMMITTEE

November 8, 2007

Present: Wilda Brown, Zack Commander, Bill Cook, Kathy Daughtry, Carol DeBerry, Judy Dempsey, Libby Jones, Ron Kendrick, Dorothy O'Neal, Tisha O'Neal-Gamboa, Marian Spencer, Andrea Stevens, and Cynthia Vester.

Absent: Beaufort Bailey, Carl Britton-Watkins, Terry Burgess, Marianne Clayter, Carl Noyes, David Taylor Jr. and Amelia Thorpe.

DMH/DD/SAS Staff Present: Deputy Director Leza Wainwright, Ann Remington and Cathy Kocian.

Guests: Gerri Smith.

Presenter & Topic	Discussion	Action
Welcome: Ron Kendrick. SCFAC Vice-Chair	<ul style="list-style-type: none">• The meeting was called to order at 9:30 A.M.	The agenda was approved with changes. The October 2007 minutes were approved with changes.
December 2007 SCFAC Meeting	<ul style="list-style-type: none">• The State CFAC Members planning to attend the December meeting were identified and the number of hotel rooms needed was determined.	The December 10 th SCFAC meeting will be held in Pinehurst from 10:30 A.M.-4:00 P.M.
2008 SCFAC Meeting Schedule	<ul style="list-style-type: none">• The 2008 SCFAC meetings will be held from 9:30 A.M.-3:00 P.M. in the <i>Four Sisters Room</i> at the Clarion Hotel State Capital, 320 Hillsborough Street, Raleigh, NC.• Visitors attending SCFAC meetings have the option of purchasing a buffet lunch from the hotel for \$7.95 plus tax and gratuity.	The SCFAC meeting dates and location will be posted on the SCFAC website: www.ncdhhs.gov/mhddsas/scfac/index.htm
2007-2010 State Strategic Plan	<ul style="list-style-type: none">• SCFAC members received a copy of the finalized version of the 2007-2010 Consumer Friendly State Strategic Plan. Committee members requested that the document be posted on the Division web site.• SCFAC members suggested that copies of the plan be placed in:<ul style="list-style-type: none">○ Churches,○ Libraries,○ Community Organizations,○ Local Law Enforcement Agencies and○ Providers' offices.	Cathy Kocian will contact Division staff with regard to posting the Consumer Friendly 2007-2010 State Strategic Plan posted on the Division website.
Discussion with Division Leadership Leza Wainwright	<ul style="list-style-type: none">• Kathy Daughtry advised Leza that some providers are addressing themselves by credentials (i.e. QP, AP, etc) and believes that this is confusing to consumers and family members. SCFAC members expressed their	

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preference for providers to address themselves in terms that are more descriptive of their functions. Leza expressed that she understood that there was confusion over roles of Community Support professionals and that the correct title for people providing Community Support Services is *Community Support Worker*. She also noted that the Division cannot direct providers in this respect. The organizational chart is developed by the provider and staff members are labeled by the provider agency. Ann Remington pointed out that person centeredness involves person-to-person communication and that the real issue is how consumers and family members are addressed on a personal level. This is a local issue that CFACs might want to address with their LMEs and with their providers.

- Leza informed SCFAC members that a press release was being issued at Noon today regarding additional actions on Community Support Services (CSS). The Physician's Advisory Group (PAG) has approved the revised service definitions that are now posted on the Division's web site for public comment through December 11, 2007:
www.dhhs.state.nc.us/dma/mp/proposedmp.htm. At least twenty-five percent of the care provided by a Community Support provider must come from a Qualified Professional (QP). Some of the changes the General Assembly required include:
 - Using eight hours of QP time to develop youth plans and four hours of QP time to develop adult plans and
 - Providing clarification of terms such as skill building activities, interactive social setting and recreational activity.

Leza advised SCFAC members that the state has suspended endorsement of any new Community Support (CS) providers. The suspension will last until June 2008 and in order for any new Community Support providers to be endorsed after that date, providers must also provide additional types of services in conjunction with Community Support Services. Exceptions to this rule may be granted if a community lacks adequate provider capacity. The Division of Medical Assistance (DMA) will not pay providers who repeatedly fail to comply with rules and have demonstrated inappropriate service delivery. DMA will be seeking repayment from providers who have inappropriately used or over-utilized Community Support. In NC, more Medicaid money is being paid for CSS than for hospitals, drugs and physical health. The expected outcomes are not being demonstrated with the services being provided. Leza stated that consumers have received letters from the Division announcing terminated providers and informing consumers that they may select new providers of their choosing. Furthermore, there will be required training and additional rules in place for CSS providers. Once a provider loses endorsement and is no longer enrolled with Medicaid, they can

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	<p>no longer be reimbursed by Medicaid for services provided. SCFAC members discussed the impact of CSS providers terminated as the result of misuse of CSS on consumers and family members. Libby Jones said that consumers and families need to be looking at all of these issues in the community and seriously considering with who they want to be doing business.</p> <ul style="list-style-type: none"> • Ron Kendrick stated that responsibility for performance monitoring of providers rests with the LME and that it's their job to manage providers. Andrea Stevens pointed out the importance of individuals becoming proactive in their own communities and CFAC members needing to identify problems and seeking solutions. Bill Cook noted the lack of substance abuse services and stated that the primary obstacle for treatment is lack of adequate assessment capacity. Apparently, some providers are waiting three to six months to get a provider ID number. 	
<p>Guardianship Sub-committee Wilda Brown and Carol DeBerry</p>	<ul style="list-style-type: none"> • Wilda Brown discussed the cover letter and survey that was recently distributed to LME Directors and also stated that Mike Owen, NC Council of Community Programs, provided assistance to the SCFAC sub-committee with this project. The following survey questions were asked: <ul style="list-style-type: none"> ○ Individuals receiving services who are under guardianship rules are sometimes moved without proper notification of their guardian or other responsible persons. To what extent do you consider this a problem in your LME service area? ○ What do you think is the cause(s) for these failures to give proper notice according to guardianship requirements? ○ Please list any suggestions you have for correcting these occurrences or reducing the number of them. ○ Please list information and resources you think the State CFAC should seek to make this Guardianship Study effective? ○ Are there ways that a State CFAC study of guardianship issues can be useful to you in your work as LME Director? Please elaborate. • SCFAC members reviewed the survey responses received from LME Directors. Members agreed that the three areas to review and address pertaining to guardianship issues are: <ul style="list-style-type: none"> ○ Accountability, ○ Education and ○ Communication. • SCFAC members decided that there is a need for the sub-committee to research policies and procedures and then develop a white paper suggesting the need for a policy relevant to accountability, education and communication 	<p>SCFAC members requested that the survey responses be posted to the SCFAC webpage. In addition, the survey and responses will be distributed via email to all LME Directors, CFAC Chairs and the Consumer Empowerment Team members.</p>

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	regarding guardianship issues.	
Public Comments/Issues	<ul style="list-style-type: none"> • On November 26-27, 2007, NAMI is partnering with Wake County Crisis Intervention Team (CIT) in a CIT Statewide Conference and NAMI's Fall Institute entitled "Decriminalizing Mental Illness." The conference will be held at the McKimmon Conference and Training Center, Raleigh, NC. More details can be found on the NAMI website at www.naminc.org. • Cynthia Vester stated that there will be a Central Regional CFAC meeting on March 20 & 21, 2008 at the Royal Convention Center in Raleigh, NC. Michael Watson, Sandhills CEO, will be the Keynote speaker. In addition, Wake CFAC is coordinating the logistics of the regional CFAC meeting. • Andrea Stevens and Carol DeBerry will be doing a presentation at Pinehurst on CFACs, developing positive relationships with the LME and statute responsibilities. • SCFAC members discussed the need for the development of a sub-committee to address critical issues and to establish a communication channel. Cathy Kocian pointed out the current Complaint and Concerns sub-committee already addresses the procedure for incoming communications and the use of email for correspondence. Ron Kendrick stated that they could possibly eliminate the Concerns and Complaints sub-committee. • SCFAC members reviewed Communication Bulletin #082 entitled <i>Draft Provider Action Agenda Committee Recommendations for Public Comment</i>, and the related Standardization of Claims Processing for State-funded Services and Implications for Implementation. • SCFAC members discussed the importance of individuals knowing who to contact regarding alleged rights issues. The Advocacy and Customer Service Section is available to assist people with rights issues. For additional information you may contact 919-715-3197 or visit their website at www.ncdhhs.gov/mhddsas/consumeradvocacy/index.htm 	<p>The following SCFAC members have agreed to work on the Critical Issues Sub-committee: Marian Spencer, Andrea Stevens, Wilda Brown, Zack Commander and Ron Kendrick.</p> <p>State CFAC members requested further information about the Advocacy and Customer Service Section's Customer Service and Community Rights Team. Cathy will arrange for a presentation at the December State CFAC meeting.</p>
Legislative Sponsor Update Cynthia Vester	<ul style="list-style-type: none"> • Cynthia Vester informed SCFAC members that Representative Lucy Allen who represents Franklin, Halifax and Nash Counties, has agreed to talk with SCFAC member regarding their efforts to increase the reimbursement mileage rate for all Boards and Commissions. 	SCFAC members agreed that Carl Britton-Watkins will contact Representative Allen requesting her presence at the January 2008 SCFAC meeting.
Regional Coordinator Positions Ron Kendrick	<ul style="list-style-type: none"> • Ron Kendrick suggested eliminating the positions due to the fact that coordination of events is not the role of SCFAC. Rather, it is a role for the local CFAC members. SCFAC members agreed that there is a need to define the position and identify what the position is for. 	SCFAC members will discuss "Regional Coordination" at the December SCFAC meeting.
Next Meeting Date	The next meeting is scheduled for December 10, 2007, from 10:30 A.M.– 4:00 P.M. The meeting will be held in the Dogwood Room at the Carolina Hotel	

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	at the Pinehurst Resort and Conference Center, Pinehurst, NC.	
December 2007 Meeting Agenda	Approval of the Agenda. Approval of the November 2007 minutes. Discussion with Division Leadership. Public Comment & Issues Session. External Advisory Team and Staff Qualifications Workgroup Update. Guardianship Sub-Committee Report. Critical Issues Sub-Committee Discussion. Regional Coordination Discussion.	
Future Discussion	Bob Kurtz, presentation on the Crisis Intervention Team (CIT) programs. Budget presentation from Kent Woodson, DMH/DD/SAS.	